Definitions

- A -

AOP

Annual Operating Plan – A document produced in the spring of each year to correspond with the planning cycle of state agencies. The AOP outlines prior, present and future areas of focus and investment toward the goal of a statewide converged network for the *AZNet* Program.

AMS

Asset Management System – The system used by *AZNet* to inventory and manage the State's telecommunications assets.

- B -

BillPort System

BillPort System – *AZNet's* invoicing tool used to generate monthly invoices, in a Graphical User Interface (GUI) format, for telecommunications services provided to state agencies.

Blue ITSOC

Blue ITSOC – Specific service codes that were used by the Arizona Telecommunications System (ATS) for billing communications services. These codes were retained by *AZNet* for use during the agency transition phase to bill for certain services that at the time of agency transition mapped into bundled services.

- C -

CAM

Customer Account Manager – The *AZNet* team of customer service representatives who assist agencies with small projects and pricing quotes.

CSA

Central Security Architecture – A modular architecture that offers security for common services including Remote Access, Internet Access, SPAM, and Anti-Virus email filtering, and other services.

CSI

Carrier Savings Initiative – A potential carrier (voice and data) savings opportunities identified by *AZNet* and presented to agencies for approval to implement.

CTI
Computer Telephone Integration – An operating environment when a telephone switch is connected to a computer, server or Local Area Network, especially in a Call Center environment. CTI allows an agent receiving calls to view a screen pop on his/her computer which displays information about the caller.

- D -

DMT
Demand Management Team – The process used to manage telecommunications' infrastructure investments for both the statewide enterprise and for large agency specific projects usually exceeding $25,000 in cost.

DRP
Disaster Recovery Plan – An Annually updated plan that is produced by *AZNet* in cooperation with the Telecommunications Program Office (TPO) and state agencies. The DRP identifies the critical components and functions of each agency's operations and the actions needed to restart operations, in a timely manner, in the event of a disaster.

- E -

Early Pay Discount
Early Play Discount – A two percent credit (2%) given by the Contractor on *AZNet* service charges of a monthly invoice when full payment of the current owed balance is received within 15 calendar days of the invoice date. The credit applies only to *AZNet* charges (seat and non-seat items). It does not apply to the entire invoice amount.

EOL
End-of-Life – A process that consists of a series of technical and business milestones and activities that, once completed, make a product obsolete. Once obsolete, the product is not sold, manufactured, improved, repaired, maintained, or supported.

- G -

GETS
Government Emergency Telecommunications Service – A federal program by the National Communications System (NCS) that provides priority handling of phone calls placed over the public phone system during times of crisis.

GNOC
Global Network Operating Center – A Service used by *AZNet* to remotely monitor network devices throughout the State.

- I -

IIC

Infrastructure Investment Charges – A component of the monthly seat charge that is used to fund projects for a converged data, voice and video statewide network. The projects upgrade statewide networks and supporting technologies, consolidate disparate agency networks, consolidate business and operational processes, improve measurable service levels, provide improved protection of the network from current and emerging security threats, and assist in a statewide network business continuity and disaster recovery program.

IP

Internet Protocol – The most important of the protocols on which the Internet is based. It is part of the Transmission Control Protocols (TCP)/IP family of protocols describing software that tracks the Internet address of nodes, routes outgoing messages and recognizes incoming messages.

IPS

Intrusion Prevention System – A preemptive approach to network security. It provides policies and rules for network traffic along with an intrusion detection system for alerting network administrators to suspicious traffic allowing swift response to potential threats.

IPT

Internet Protocol Telephony – A set of technologies that enables voice, data, and video collaboration over existing IP based Local Area Networks, Wide Area Networks, and the Internet.

ISP

Internet Service Provider – An organization that provides access to the Internet.

ITAC

Information Technology Authorization Committee – A committee of appointed state officials charged with the jurisdiction to approve or reject Information Technology projects with development costs exceeding $1 million for all three (executive, judicial and legislative) branches of government.

ITG

Information Technology Governance – A web-based workflow and project management tool used by AZNet to track and control the management of the program, including projects, issues and Service Level Agreement performance. ITG serves as a historical database of information regarding changes.

IVR

Interactive Voice Response – An automated telephone information system that speaks to the caller with a combination of fixed voice menus and data extracted from databases

in real time. The caller responds by pressing digits on the telephone or speaking words or short phrases.

- J -

JCO
Job Change Order – A documented change to a Statement of Work (SOW) after the SOW has been approved.

- L -

LAN
Local Area Network – A group of computers and associated devices that share a common communications line or wireless link. Typically, connected devices share the resources of a single processor or server within a small geographic area (i.e., within an office building). Usually the server has applications and data storage that are commonly shared by multiple computer users.

- M -

MAC
Moves, Adds and Changes – A term used when requesting changes to telecommunications services and configurations.

MAGNET
Multi-Agency Network – The State's shared data network connecting multiple buildings and agencies to provide high-speed data connectivity and Internet access.

Migration
Migration – The process of moving from the use of one operating environment to another operating environment.

MPLS
Multi-Protocol Label Switching – A standards-approved technology for speeding up network traffic flow and making it easier to manage.

MSL-100
Meridian SL-100 – Nortel Networks Class 5 switching system that provides voice communication services to the Phoenix Capitol Mall and serves as a trunking gateway for the State's shared Call Center platform and shared voice mail platforms.

- N -

N11 Dialing

N11 Dialing – Abbreviated dialing codes that enable callers to connect to a location in the phone network that otherwise would be accessible only via a seven or ten-digit telephone number. The network must be pre-programmed to translate the three-digit code into the appropriate seven or ten-digit telephone number and route the call accordingly. There are only eight possible N11 codes because they are three-digit codes of which the first digit can be any digit other than 1 or 0, and the last two digits are both one.

The following are the existing N11 code assignments:

211: Assigned for community information and referral services
311: Assigned nationwide for non-emergency police and other government services
411: Used nationwide by carriers for directory assistance
511: Assigned for traffic and transportation information
611: Unassigned, but used broadly by carriers for repair service
711: Assigned nationwide for access to Telecom Relay Services
811: Unassigned, but used by local exchange carriers for business office use
911: Used nationwide for emergency services

N-2

N-2 – A term used to refer to the version of system software that is within two releases prior to current release (and not manufacturer discontinued).

NCC

Network Change Control – A process, including a committee consisting of representatives from invested parties, for reviewing proposed changes to networks to ensure awareness and communication of impact to all parties, resulting in network change management, less down time, and minimal impact to users.

NOC

Network Operations Center – The location from which the operation of all network devices are remotely monitored.

- P -

PBX

Private Branch Exchange – A telephone system within an enterprise that switches calls between enterprise users on local lines while allowing all users to share a certain number of external phone lines. The main purpose of a PBX is to save the cost of requiring a line for each user to the telephone company's central office.

PET
Project Engineering Team – The *AZNet* team that provides high level review of potential telecommunication projects to determine if and how the project will fit into the overall enterprise telecommunications plan.

PIJ
Project Investment Justification – A business case required for all projects with a one-time cost of $25,000 or more. It is submitted to the Government Information Technology Agency (GITA) for technology standards review.

PON and SubPON
PON – A billing term used by ATS and continued by *AZNet*. All telecommunications services charges billed by *AZNet* are required to report against PONs to help agencies post charges to their ledgers. Each agency is assigned one or more three-digit PON by *AZNet*. Each agency specifies which PONs should be used for which charges.

SubPON – A billing term used initially by ATS in combination with the PON to specify an agency general ledger code. The subPON is five alpha-numeric characters specified by the agency. Using a subPON is optional. If a subPON is used, an agency may create any subPON it wishes. Some agencies structure their PON-subPONs around major business functions or programs. Others use PONs to represent geographic areas with each subPON representing a program. How PONs and subPONs are organized, is at the discretion of each agency.

Port
Port – A physical interface between a device and a circuit; a logical point of connection especially in the context of TCP/IP.

- Q -

QoS
Quality of Service – The concept of applying and ensuring specific, quantifiable performance levels on a shared network. Performance can be assessed based on the physical measurements of the network, the methods by which network traffic priorities are set and how the network is managed.

- R -

Remedy
Remedy – A software change management and reporting tracking system used to manage trouble tickets and MACs. The *AZNet* Help Desk utilizes Remedy to help organize, manage and measure the varied telecommunications activities of the State.

Remote Access
Remote Access – The ability to access a data network from a remote location.

Restricted Seats
Restricted Seats – A term used to describe limited service by way of zero-cost seats utilized within the first year of the contract under the transitional pricing structure. Restricted seats were limited in availability, required time and materials for any MAC or repair work, and were removed from the contract on June 30, 2006.

RFA
Request for Action – A term used for requests related to carrier savings initiatives until it was renamed Carrier Savings Initiative.

Router
Router – A device or, in some cases, software in a computer that determines the next network point to which a packet should be forwarded toward its destination. The router is connected to at least two networks and decides which way to send each information packet based on its current understanding of the state of the networks to which it is connected.

- S -

Seat
Seat – An *AZNet* contract term for pricing of bundled services. A seat includes telephone equipment, dial tone, voice mail, Wide Area Network data access, e911 auto location, specific quantity of free MACs, maintenance and support service.

Severities
Severities – Three severity levels have been created to define service degradation/outage impacts and to set priorities for repairs:

▪ **Sev 1**
Severity 1 – The highest level of severity indicating the most critical of problems. A problem is classified as a Severity Level 1 when either an entire agency site's ability to perform mission critical business functions, as defined by the agency's Business Continuity/Disaster Recovery (BCDR) Plan, is in jeopardy or unavailable, or the problem directly impacts the public's ability to receive critical state agencies' services.

▪ **Sev 2**
Severity 2 – A high level of severity indicating serious problems and/or degrading conditions such that an agency site's ability to perform mission critical function(s) is in jeopardy or unavailable but a workaround is or can be established within a reasonable time.

- **Sev 3**
Severity 3 – A medium level of severity such that an agency or individual's ability to perform job function(s) may be impacted or inconvenienced but agency business operations can continue to function.

SLA
Service Level Agreements – A performance metrics required in the contract and subject to service credits when missed.

SOW
Scope/Statement of Work – A document used to describe the work to be done in detail and the specific hardware and software involved with the exact nature of the work to be done, including the cost of the work.

SNMP
Simple Network Management Protocol – The protocol governing network management and the monitoring of network devices and their functions.

Spyware
Spyware – Software that covertly gathers user information through the user's Internet connection without the user's knowledge. Spyware applications are typically bundled as a hidden component of freeware or shareware programs that can be downloaded from the Internet. Once installed, the spyware monitors user activity on the Internet and transmits that information in the background to someone else.

Steering Committee
Steering Committee – A committee of agency Chief Information Officers and/or telecommunications managers for operational direction input to the Telecommunication Program Office and *AZNet*.

- T -

TAC
Technical Assistance Center – A vendor or integrator's advanced technical support group that provides assistance and troubleshooting involving telecommunications issues.

TCO
Total Cost of Ownership – The life cycle cost of an asset (focusing on all costs of owning the asset) including acquisition, installation, support, ongoing maintenance, service and all operational expenses.

TEGC

Telecommunications Executive Governance Committee – An appointed group of agency heads (or their designees) to provide strategic direction and approvals to the Telecommunications Program Office and the *AZNet* Program.

TEM

Telecom Expense Management – The management of telecommunication expenditures for delivering cost savings through comprehensive audits, infrastructure optimization, contract review/renegotiation, consolidation efforts and process improvements.

Tipping Point

Tipping Point – An intrusion prevention security system that provides network protection from malicious attacks and misuse. Application protection, performance protection and infrastructure protection are provided at gigabit speeds through total packet inspection.

TPO

Telecommunications Program Office – The program responsible for the management of the Telecommunications Service Provider (TSP) of the outsourced telecommunications services. The program is charged with overseeing the TSP to ensure contract oversight and performance with regards to daily operations and network architecture projects that result in wise investments and savings.

Transitional Pricing

Transitional Pricing – A method of migrating to uniform rates as agencies migrate to uniform services and requirements. The transitional pricing adjustment was used only during agency transition in FY 2006 to hold agency billing at its ATS FY 2005 average.

Trunk

Trunk – A physical path or link in a communications system that is designed to handle many transmissions simultaneously and that interconnects major switching centers or nodes. Depending on the system, a trunk may carry transmissions in analog or digital form. Transmission content may include voice (as in the conventional telephone system), text, computer programs, images, video signals or control signals.

TSP

Telecommunications Service Provider – A company providing and managing telecommunications services.

- V -

VAT

Voice Application Transformation – An infrastructure investment project that includes the implementation and upgrade, centralization and consolidation of the State's IVR, CTI and messaging platforms. The enhanced infrastructure will enable geographic

redundancy, features and functionality with improved efficiency in the delivery of voice services.

VoIP
Voice over Internet Protocol – The technology used to transmit voice communications over a data network using the IP protocol.

VPN
Virtual Private Network – A network that uses a public telecommunication infrastructure, such as the Internet, to provide remote offices or individual users with secure access to their organization's network.

VPR
Vendor Performance Report – A report used to document vendor performance that does not conform to the terms of the contract and requires action by the State Procurement Office.

- W -

WAN
Wide Area Network – A network or group of networks between buildings, cities and even countries, spanning a large geographical area connected together using telecommunications carriers.

WPS
Wireless Priority Service – A federal program by the National Communications System (NCS) to increase the ability to make calls when cellular networks are congested.